

**ABSTRACT**

Systems and methods for enabling a mobile user to notify an automated monitoring system of an emergency situation are provided. The automated monitoring system may be configured for monitoring and controlling a plurality of remote devices and may

5 comprise a site controller in communication with the plurality of remote devices via a plurality of transceivers defining a wireless communication network and in communication with a host computer via a wide area network. Briefly described, one such method comprises the steps of: receiving notification that the mobile user desires to initiate transmission of an emergency message to the site controller; determining the

10 identity of the mobile user; and providing an emergency message over the wireless communication network for delivery to the site controller, the emergency message indicating the identity of the mobile user.